

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>March 14, 2011</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan, RN, MN, APRN</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Anahid Assatourian; Claudia Fierro; DonnaKay Davis; Donald Gonzales; Emilia Ramos; Erica Melbourne; Fang Xie; Gassia Ekizian; Janet Fleishman; Jessica Wilkins; Josh Cornell; Kia Hayes; Kimberly Floyde; Kimber Salvaggio; Kimberly Spears; Lisa Harvey; Lisha Singleton; Marc Borkheim; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor; Michelle Rittel; Monika Johnson; Rashied Jibri; Sandra Chang Ptasinski; Susan Crimin; Sylvia Guerrero; Timothy Beyer; Vandana Joshi; Yvette Willock		
<b>WebEx Participants</b>	Carol Eisen; Lupe Ayala		
<b>Excused/Absent Members</b>	Ann Lee; Alex Medina; Jeff Kohn; Julie Valdez; Kumar Menon; Leslie Shrager; Naga Kasarabada; Nina Johnson; Norma Fritsche; Norma Cano; Robert Levine		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved.	QIC Membership

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<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> Requested V. Joshi present on Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report at their next SA QIC meeting.	Dr. Joshi will present on data at a time to be determined. Sukeda Day from Auditor Controller's Office will present at July's meeting. Next meeting April 5, 2011.	S. Crimin
	<b>SA 2:</b> Adult: Dark in February.	Next Meeting March 17, 2011.	K. Salvaggio
	<b>SA 2:</b> Children: Members discussed the SA 2 data from the SA QIC meeting in January in which Ms. Drinan and Dr. Joshi presented Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary.	Next meeting April 21, 2011. Two providers will give presentations at their next meeting, one presentation QI focused and one presentation QA focused.	M. Rittel
	<b>SA 3:</b> Members reviewed updates. Ms. Claudia Fierro was introduced as the new SA QIC Chair.	Next meeting March 16, 2011.	M. Taylor
	<b>SA 4:</b> Dark in February due to meeting space being temporarily unavailable.	Next Meeting March 15, 2011. Mary Ann O'Donnell will present on Critical Incident Reporting. Will discuss potential SA PIPs.	A. Bray
	<b>SA 5:</b> Dr. Joshi presented on Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report. SA QIC members reported finding the presentation useful and they plan to discuss this data at future SA QIC meetings.	Next meeting May 3, 2011.	M. Johnson
	<b>SA 6:</b> V. Joshi presented on Part I Demographic Profiles for the County of Los Angeles, Part II Demographic Profiles for the Service Area, and Part III Performance Outcomes Summary Report. SA QIC members are aware The APS Healthcare/CAEQRO Site Review Team will re-visit West Central.	M. Drinan reported that CAEQRO will visit SA 6 and SA 7 as part of their 2010 review.	E. Melbourne

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<b>SA QIC Liaison Reports cont.</b>	<p><b>SA 7:</b> Dr. Josh Cornell reported on behalf of Lupe Ayala. Dr. Joshi presented on the Demographic Profiles for SA 7 and the County of Los Angeles as well as the State Performance Outcomes Summary Report. Ms. Suarez, SA 7 District Chief attended the QIC meeting. The entire meeting focused on Dr. Joshi's presentation. Discussion included quality improvement activities, challenges in the Service Area and the need for more providers. Providers expressed much interest in Dr. Joshi's presentation.</p> <p><b>SA 8:</b> A memo went to Norma Fritsche and Martha Drinan announcing that Ms. Emilia Ramos will serve as Co-Chair of the Service Area 8 QI &amp; QA Committees effective April, 2011. SA members are considering a new QI project proposed by a consumer.</p>	<p>Next meeting April 12, 2011.</p> <p>Next meeting March 16, 2011.</p>	<p>J. Cornell</p> <p>J. Fleishman</p>
<b>Countywide Children's</b>	Dark until May.	Next meeting May 12, 2011. Looking for candidate for Co-Chair.	L. Singleton
<b>Cultural Competency Committee</b>	Cultural Competency Plan is being submitted to the State. CC staff are preparing for EQRO. Dr. Joshi presented at their last meeting on consumer demographic profile information. Cultural Competency Committee Members provided feedback 1) to consider including language links for staff interested in learning a language other than English, 2) to provide definitions for some acronyms for categories of providers & 3) consider taking the training to the Client Run Centers & Wellness Centers.	CCP will be posted on the Cultural Competency Website. Next meeting: April 13, 2011 at 1:30 – 3:30 p.m. 695 S. Vermont Ave., 15 <sup>th</sup> Floor Large Conference Room. Continue to encourage participants to attend CC Committee meeting.	S. Chang-Ptasinski
<b>Patient Rights Office QIC Issues</b>	No new updates at this time.	None	R. Jibri
<b>Clinical Issues</b>	No Report	None	

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<b>State &amp; County Performance Outcomes</b>  <b>Customer Service Training</b>  <b>APS Healthcare/CAEQRO</b>	<p>Ms. Drinan clarified that MHSIP survey findings are included in their SA QIC presentation in part III of Dr. Joshi's presentation.</p>	<p>These findings are applicable to potential quality improvement projects.</p>	<p>M. Drinan</p>
	<p>Dr. Beyer provided an update on security guard training recommendations. He talked with a security guard from Palmdale MH and the security guard strongly supported the recommendation that security guards should be included in staff meetings whenever possible. Security guards at his work location attend regularly and find it very helpful. Dr. Cornell talked to Ms. Floyd. Ms. Floyd's recommendation was very helpful. Ms. Floyd stated that the relationship with security guards improves dramatically after the guards attend a single staff meeting.</p>	<p>A meeting with Mr. Logan to be re-scheduled in the near future to present and discuss recommendations.</p> <p>Ms. Salvaggio recommended that QI staff present the report at a future Health and Safety meeting attended by District Chiefs.</p>	<p>T. Beyer J. Cornell</p>
	<p>Ms. Drinan reported that this year CAEQRO will primarily focus on Service Areas 6 and 7. Additionally, IMCES in SA 4 and Hye Wrap in SA 2 are scheduled for brief consumer focus group visits. CAEQRO will hold a session for all Service Area District Chiefs and QIC Chairs/Co-Chairs. The Access Center will also be visited. Staff from Quality Improvement will be working with designated Service Area staff to ensure that preparations are made for the requested Service Areas and sessions.</p>	<p>An email was sent to all SA District Chiefs by Ms. Drinan this morning re: APS Healthcare/CAEQRO Site Review Draft Agenda.</p>	<p>M. Drinan</p>
<b>Handouts</b>	None		
<b>Announcement</b>			
<b>Next Meeting</b>	<p>April 11, 2011            9:00 a.m. – 10:30 a.m.            550 S. Vermont Ave.            2<sup>nd</sup> Floor Conference Room            Los Angeles, CA 90020</p>		

Respectfully Submitted,

Martha Drinan, RN, MN, CNS

